# Vermont Town Clerks Guide to Online Printing of Death Certificate Copies

**January 18, 2011** 

## Included in this guide you will find.

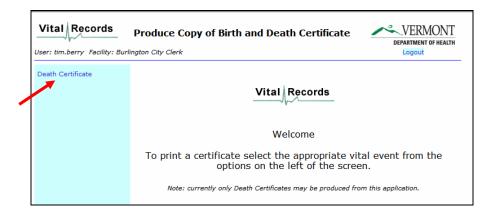
Page 2	Step by Step Instructions for Producing a Certificate Copy
Page 10	Appendix A: Troubleshooting Access and Printing Issues
Page 12	Appendix B: Entering Special Characters
Page 13	Appendix C: Sample Death Certificate Layouts

# 1. Select the Log On link for <u>Town Clerks</u> on the EDRS website (edrs.vermont.gov or <a href="http://www.healthvermont.gov/hc/EDRS/index.aspx">http://www.healthvermont.gov/hc/EDRS/index.aspx</a>)

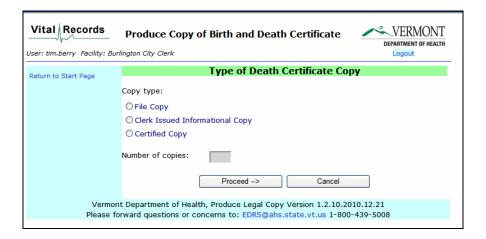
#### 2. Enter your username and password when prompted

If you are asked to close the window, select "Yes". If the screen says "loading", but does not progress, click on the yellow bar at the top of the screen and then select "Always allow pop-ups from this site". (If you are not able to log on see troubleshooting access issues in *Appendix A*).

#### 3. Select "Death Certificate"



### 4. Select the "Copy Type" and enter the "Number of copies" to be produced.



**File Copy** – is the paper record that you file in the appropriate binder in your office Currently, Vital Records is mailing hard copies for this purpose, however, soon this will be discontinued. When this occurs you will need to produce the File Copy from the online application. These should be printed on four hole paper supplied by Vital Records. You will only print one file copy per record. If a record is corrected or amended, you will be informed to print a new copy to replace the old file copy.

**Clerk Issued Informational Copy** – is a non-certified copy provided for informational purposes only. The layout of this type of copy is significantly different than the other copies and it should be printed on plain white copier paper.

**Certified Copy** – is the one used for legal purposes. A certified copy must be printed on the numbered blue and pink security paper supplied by Vital Records.

**Note**: you can only produce one type of copy at a time. So, for example, if you need three certified copies and one informational copy you will need to do these separately.

#### 5. Search for the record.

To search you must enter at least one of the fields that appear in red.

Vital Records  User: tim.berry Facility: But	• •	of Birth and Death Certificate	VERMONT  DEPARTMENT OF HEALTH  Logout		
Search for a Death Record					
Return to Start Page	First Name:				
	*Last Name:	Flintstone			
	*Date of Death:	Search by Range			
	*Date Registered:	Search by Range			
	*Death Cert. #:				
		Find New Search Cancel	el		
	•	alth, Produce Legal Copy Version 1.2.10. concerns to: EDRS@ahs.state.vt.us 1-8			

Searches that include the deceased's name or the certificate number only return records that match what you have entered exactly. So, for example, a search using the last name "Smith" will return all records with the last name "Smith" regardless of year or town of death, but will not return records with the name "Smyth".

Date searches will return all records matching the date or date range unless a name or certificate number is also included. Including these fields will limit results to the name or number you have entered.

You may include both a date and a name in your search, but you can only include one date category (Date of Death or Date Registered) in a search.

**Selecting the "Search by Range"** next to the date fields will allow you to retrieve records for up to four weeks following the date you have entered.



#### 6. Review Search Results

Search results will include records from all towns, but you are only able to open and print a record if either the Town of Death or Town of Residence is associated with your office. These records are highlighted in the search results.

Below is an example of search results that might appear for the Burlington City Clerk:

Vital Records  User: tim.berry Facility: But	Produce Copy	of Birth	and Death	Certificate	VERMOI DEPARTMENT OF HE LOGOUT	NT EALTH	
Deture to Chest Deep	Search for a Death Record						
Return to Start Page	First Name:						
	*Last Name:	flintstone					
	*Date of Death:		Search L	by Range			
	*Date Registered:	Search by Range					
	*Death Cert. #:						
	Search Results:						
	Last Name	First Name	Date of Death	Town of Death	Residence Town		
	Select Flintstone	Fredrick	5/7/2009	Fair Haven	Union Village		
	Select Flintstone	Fred	12/1/2009	Burlington	St. Rocks		
		Fir	nd New Se	earch Cance	1		

Search results can be sorted by any of the columns by clicking on the blue heading for that column. So, for example if you have generated a list of all records registered in the past two weeks you may wish to sort it by town of death and town of residence to find all records for your town.

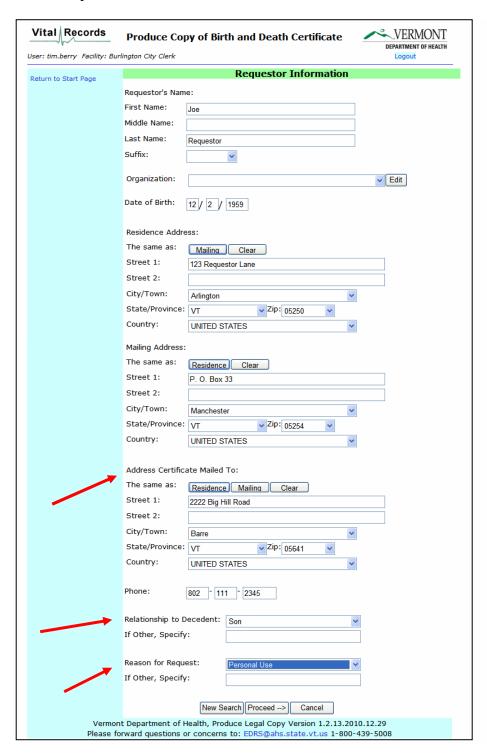
# 7. If you are printing Informational or Certified Copies, you will be prompted to enter information about the Requestor.

This begins by searching to see if the person is already known in our database. <u>First and Last Name are</u> required for this search.



- If no persons matching the information you have entered are returned in the Search Results, and you are sure it is correct, select **Add New** to add the requestor.
- A requestor record shaded in Gray in the Search Results indicates that the person is deceased. You will not be able to select this person as a requestor.

• If you select a requestor from the Search Results, any known information will populate on the Requestor Information screen. If the information displayed differs from the information presented to you by the requestor and you are certain it is the same person you may update any fields. If it appears that the selected person is not the requestor, then select **Cancel** to return to the Search and select **Add New** person.



The requestor's **Relationship to the Decedent**, **Reason for Request** and the **Address Certificate Mailed To** must be reentered for each new request.

When entering addresses, selecting one of the **Same As** buttons will populate the address fields from previously entered data. For example, if the **Address Certificate Mailed to** is the same as the Requestor's Mailing address, then clicking the "Mailing" button will populate the fields for you.

If the requestor is associated with an organization (for example, a funeral director), your options will include indicating the address of the Organization.

	range di tanàna mandritry ny taona 2008–2014. Ilay kaominina dia kaominina dia kaominina dia kaominina dia kao			
Address Certificate Mailed To:				
The same as:	Residence Mailing Organization Clear			
Street 1:	123 Funeral Home St.			
Street 2:				
City/Town:	Barre			
State/Province:	VT Zip: 05641			
Country:	UNITED STATES			
Phone:	802 - 123 - 4567			

# 8. If you are producing a Certified Copy you will be prompted to indicate the identification provided by the requestor.

The blue arrow to the right of the field provides a list of Identification types. If the requestor does not present identification, the select **Proceed**  $\rightarrow$ .

Vital Records  User: tim.berry Facility: Buri	•	oy of Birth and Death Certificate	VERMONT  DEPARTMENT OF HEALTH  Logout		
Return to Start Page	Requestor Identification				
Keturi to Start Page					
	ID Type:	Motor Vehicle License w/ Photo	~		
Name on Certificate:	ID Number:	10015678			
Reginald Shoe	10 Number.	12345678			
DOD: 1/8/2009		Proceed> Cancel			
Vermont Department of Health, Produce Legal Copy Version 1.2.13.2010.12.29 Please forward questions or concerns to: EDRS@ahs.state.vt.us 1-800-439-5008					

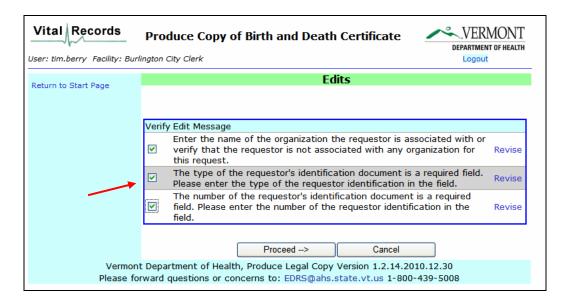
### 9. Respond to any edits regarding missing information.

Once you select **Proceed** on the **Requestor Information** screen (or **Requestor Identification** screen for Certified Copies), the application will check to see if any of the fields have been left blank. If so, you will have the option to either **Revise** the information provided or **Verify** that this information is not available.

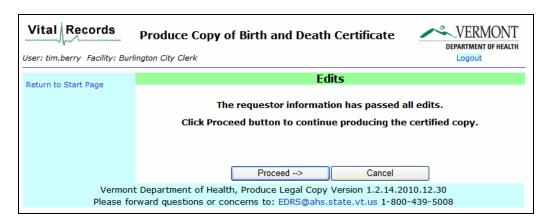
Selecting <u>Revise</u> will return you to the field that is blank. Checking the box under <u>Verify</u>, on the left indicates that this information is not available.

**Tip:** If you have multiple edits to address, you should always address the ones that will be revised before verifying the items that will be left blank. Otherwise, you will need to verify items more than once.

In the example that follows, the requestor is not associated with an organization and has not provided identification. So, you would "verify" that these fields are intentionally blank before proceeding:



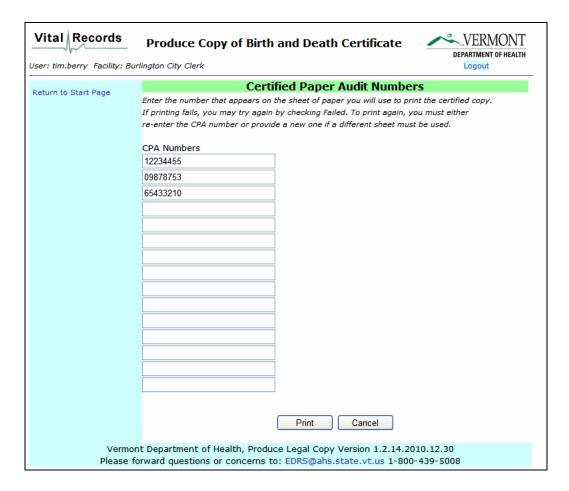
When all necessary information has been provided or you have verified that it is not available you will see a notice that all edits have passed:



# 10. Enter the <u>Certified Paper Audit numbers</u> (this step only occurs when printing Certified Copies) and select Print.

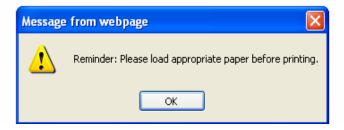
The Certified Paper Audit (CPA) number appears in red on the back of the security paper provided by Vital Records.

You will need to enter a CPA number for each Certified Copy you are printing. The number of CPA numbers you enter must match the number of copies you indicated in Step 4.



When you select Print, you will then be reminded to load the appropriate paper (security paper for Certified copies, plain white paper for Informational, Four hole paper for File Copy)

Select "OK" when you are ready to proceed.

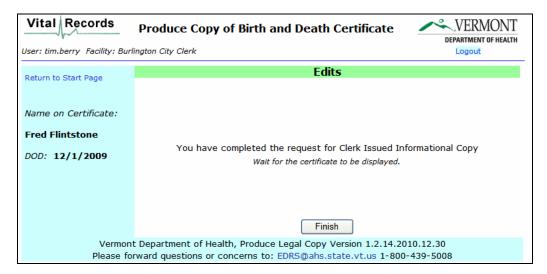


The Certificate will display as a PDF. Print your copies and close the PDF after you have retrieved the copies from the printer.

Closing the certificate should return you to the EDRS. As in the past, if closing the PDF closes the EDRS application, your Adobe settings need to be adjusted. See *Appendix A*, for directions.

If you are printing a File Copies, you will be returned to your search results and you can select another record to print.

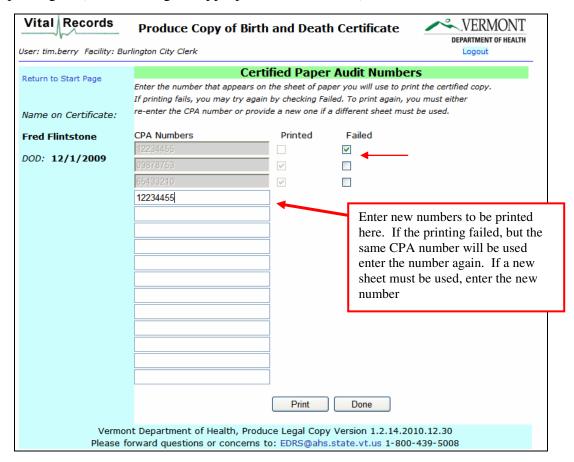
If you are printing an Informational Copy the following screen will appear. Select Finish to return to the start page.



If you are printing Certified copies, the EDRS will display the screen below.

If all copies printed successfully, then select Done.

**If any copies failed to print**, check the box to the right of the corresponding CPA number. This will allow you print again (after entering the appropriate CPA number).



## **Appendix A: Troubleshooting Access and Printing Issues**

## **Troubleshooting Access Issues**

### **Choice of Browser**

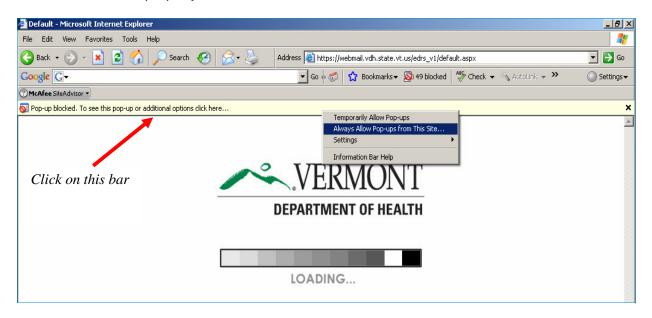
The application for Producing Copies of Certificates on-line is designed to be accessed using **Internet Explorer version 6.0 or higher**. Use of other browsers is not advised and may prevent access.

### **Allowing Pop-ups**

In order to use the **Produce Copies of Certificates** on-line, you must allow **Pop-ups** from the website.

If **Pop-ups** are not set properly you will not be able to log on to the EDRS. The screen shown below will remain **LOADING**... and a message will display in the tan-colored bar near the top of the page that says: "Pop-up blocked. To see this pop-up or additional options click here..."

To set **Pop-ups**, click on the tan-colored bar and select **Always Allow Pop-ups from this Site**. The screen should then load properly.



**Note:** If the steps above do not appear to address the log in problem, it is also possible that you have more than one tool bar open in Internet Explorer (in the example above there is a Google tool bar in addition to the IE one). If this is the case the pop-up blocker on each tool bar will need to be turned off or set to allow pop- ups from this site. You do so by right clicking on the pop-up blocker icon on the toolbar and then selecting Always Allow Pop-Ups from this Site.

## **Troubleshooting Printing Issues**

#### **Set Adobe to Open in a Separate Window**

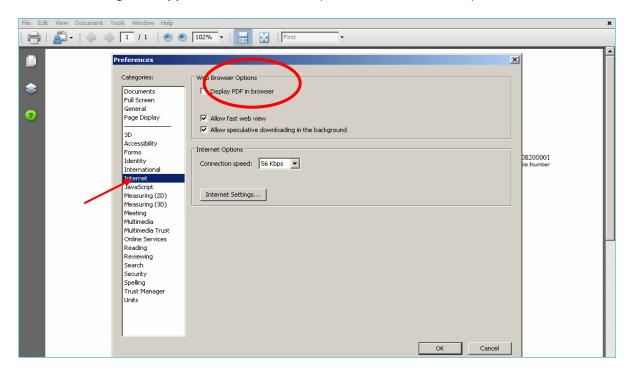
In order to properly view and print reports or documents, you must have **Adobe Reader**. You may download **Adobe Reader** for free at <a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a>

Closing out of a document you have printed (PROD, Info Copy of Certificate) should not result in closing the application. If you experience this issue it means that your Adobe preferences need to be set to open documents in a separate window. These preferences may need to be reset on occasion if updates are made to your computer, but not every time you produce a death certificate. When your

preferences are properly set, closing documents should return you to the page within the application where you were working when you generated the document.

### To set your Adobe preferences do the following:

- 1. Open the **Adobe Reader** application.
- 2. From the **Adobe** menu, go to **Edit**, then **Preferences**. This will bring you to a screen like the one below.
- 3. On the **Preferences** screen, make sure **Internet** is selected in the **Categories** box on the left side of the screen.
- 4. Next, under Web Browser Options, make sure that Display PDF in browser is not checked.
- 5. Your final settings will appear as shown below (click **OK** when finished):



## For Additional Help

Making the set up changes discussed above should address most technical issues. If you have tried these steps and are still experiencing problems please contact the EDRS project staff at **EDRS@ahs.state.vt.us** or (800) 439-5008 with a *detailed* description of the issue you are encountering.

## **Appendix B: Entering Special Characters**

#### Special Characters

When entering data in EDRS, several special characters may be entered and saved within the system. In order to enter these characters, the User must use a combination of the ALT key and the number keys from the number pad on their keyboard. First, the User should ensure that NUMLOCK is on. Next, hold down the ALT key while entering the number that corresponds to the desired special character. A list of special characters and the appropriate keystrokes is included here for your reference.

Character	ALT Code	Character	ALT Code	Character	ALT Code	Character	ALT Code
Ç	Alt 128	û	Alt 150	Ä	Alt 0196	Û	Alt 0219
ü	Alt 129	ù	Alt 151	È	Alt 0200	Ü	Alt 0220
é	Alt 130	ÿ	Alt 152	É	Alt 0201	Ý	Alt 0221
â	Alt 131	á	Alt 160	Ê	Alt 0202	ã	Alt 0227
ä	Alt 132	ĺ	Alt 161	Ë	Alt 0203	õ	Alt 0245
à	Alt 133	ó	Alt 162	Ì	Alt 0204	ü	Alt 0252
ç	Alt 135	ú	Alt 163	ĺ	Alt 0205	ý	Alt 0253
ê	Alt 136	ñ	Alt 164	Î	Alt 0206		
ë	Alt 137	Ñ	Alt 165	Ϊ	Alt 0207		
è	Alt 138	Š	Alt 0138	Ò	Alt 0210		
ï	Alt 139	š	Alt 0154	Ó	Alt 0211		
î	Alt 140	Ÿ	Alt 0159	Ô	Alt 0212		
ì	Alt 141	À	Alt 0192	Õ	Alt 0213		
ô	Alt 147	Á	Alt 0193	Ö	Alt 0214		
Ö	Alt 148	Â	Alt 0194	Ù	Alt 0217		
ò	Alt 149	Ã	Alt 0195	Ú	Alt 0218		

## **Appendix C: Sample Death Certificate Layouts**

## **Clerk Issued Informational Copy**

(this example is not to scale, actual certificates are larger and will fit appropriate paper)

#### STATE OF VERMONT INFORMATIONAL COPY OF DEATH CERTIFICATE

1442009200191 State File Number

This is an informational copy of a death record registered in Vermont and is not intended for legal purposes.

Legal Name: Fred Flintstone

Aliases: None Sex: Male

Date of Death: December 01, 2009

Time of Death: ~9:00 PM

Age: 90 Years

Date of Birth: September 09, 1919

Birthplace: Maple Dell, VT

Residence: 123 Rocky Road, St. Rocks, VT

Marital Status: Married

Spouse/Civil Union Partner's Birth Name:

Wilma Stone

Father/Parent's Birth Name: Fredrick Flintstone, Sr.

Mother/Parent's Birth Name:

Edna Gravel

Education: 9th-12th grade, no diploma Ever in U.S. Armed Forces? Yes

Veteran of Any War? World War II Era

Occupation: Crane Operator Business/Industry: Quary

Hispanic Origin? No

Race: White

Informant: Bam Bam Rubble

Address: 1212 Shale Lane, Basin Harbor, VT 05491

Relationship to Decedent: Attorney Hospice Care? (In past 30 days): No

Place of Death: Hospital: Emergency room/Outpatient

TLC Hospital Burlington, VT

Disposition Date: December 12, 2009

Method: Temporary Storage

Place of Temporary Storage:

TLC Vault, Milton, VT

Place of Final Disposition:

TLC Cemetary, Colchester, VT

Funeral Director/Authorized Person:

Tim's Funeral Director, II

Address: TLC Funeral Home

333 Farr Road, Box 123, Richmond, VT 05477

Manner of Death: Natural

Cause of Death and Interval (Onset to Death):

A. Renal Failure (Weeks) due to B. Hypertensive and

arterosclerotic cardiovascular disease (Years)

Other Contributing Conditions: Diabetes Mellitus, type

TT

Did Tobacco Use Contribute to Death: Unknown

Pregnant at Time of Death:

Not applicable

Medical Examiner Contacted: No

Autopsy Performed: No

Autopsy Available: Not Applicable

Date Pronounced Dead: December 01, 2009

Time Pronounced Dead: 9:05 PM

Injury Date/Time: Injury at Work:

Transportation Injury:

Injury Place:

Injury Location:

How Injury Occurred:

Medical Certifier: Tim Physician, M.D.

123 Public Doctor Street Irasburg, VT 05845

Title of Certifier: Physician Date Certified: December 01, 2009

Other Attending Physician:

Barney Rubble

REGISTRATION: Secure Constant

Dawn Anderson, State Registrar

Date Registered: December 02, 2009

## **Certified or File Copy Layout**

(this example is not to scale, actual certificates are larger and will fit appropriate paper)

#### VERMONT CERTIFICATE OF DEATH

Fred Flintstone Aliases: None

Sex: Male

Date of Death: December 01, 2009 Time of Death: ~9:00 PM Age: 90 Years

Birthplace: Maple Dell, VT

1442009200191

Date of Birth: September 09, 1919

Mother's/Parent's Birth Name: Edua Gravel

Father's/Parent's Birth Name: Fredrick Flintstone, Sr.

Marital Status: Married Spouse/Civil Union Partner: Wilma Stone

Residence: 123 Rocky Road, St. Rocks, VT

Hispanic Origin: No Race: White

Occupation: Crame Operator Business/Industry: Quary

Education: 9th-12th grade, no diploma

Veteran of Any War: World War II Era Ever in U.S. Armed Forces: Yes

Hospice Care (in past 30 days): No

Place of Death: Hospital: Emergency room/Outpatient; TLC Hospital, Burlington, VT Informant: Bam Bam Rubble; 1212 Shale Lane, Basin Harbor, VT 05491

Relationship: Attorney

Disposition Date: December 12, 2009 Place of Temporary Storage: TLC Vault, Milton, VT Method: Temporary Storage Place of Final Disposition: TLC Cemetary, Colchester, VT

Funeral Director/Authorized Person: Tim's Funeral Director, II

Address: TLC Funeral Home, 333 Farr Road, Box 123, Richmond, VT 05477

Cause of Death and Interval (Onset to Death): Manner of Death: Natural
A. Renal Failure (Weeks) due to B. Hypertensive and arterosclerotic cardiovascular disease (Years)

Other Contributing Conditions: Diabetes Mellitus, type II

Did Tobacco Use Contribute to Death: Unknown Pregnant at Time of Death: Not applicable Date Pronounced Dead: December 01, 2009

Medical Examiner Contacted: No Injury Date/Time:

Injury Place: How Injury Occurred:

Time Pronounced Dead: 9:05 PM Autopsy Performed: No

Autopsy Available: Not Applicable Transportation Injury:

Injury at Work:

Injury Location:

Medical Certifier: Tim Physician, M.D.; 123 Public Doctor Street, Irasburg, VT 05845

Date Certified: December 01, 2009 Other Attending Physician: Barney Rubble Title of Certifier: Physician

Registration Norman Colombia, State Registrar

Date Registered: December 02, 2009